

Communication Styles

We all have a preferred way of communicating. Once we understand our own communication style and the styles of others, we can adapt our communications in ways that will build rapport and develop understanding .

Here are some guidelines for communicating with others according to communication styles:

Thinkers: Present ideas as low risk, give opportunity to be analytical, exercise logic, use facts, use structure, tie new things to old

Phrases they like to hear: "I appreciate the *hard work* it took for you to *organize* all this data." "Let me talk you through this proposal *step-by-step*." "Before we start, let me bring you *up-to-date*." "Let's look at this in a *logical, systematic way*." "Why don't you *study it over* and I'll get back to you."

Relators: Stress worthwhile, idealistic appeals, ask for their help, appeal to excellence, show concern, emphasize self-development

Phrases they like to hear: "I understand your *feelings* about this problem." "Why don't we *talk* about it over lunch?" "Are you *comfortable* with this idea?" "People on your *staff* will like it this way."

Soicalizers: Like the chance to do things with others, use humorous appeals, let them know you are pleased, provide opportunity to be in the spotlight

Phrases they like to hear: "I have a rather *unique approach* for you-something that has never been tried." "This will pay off even more in the *future*." "This approach fits well *with your ideas* regarding..." "Your *ideas* really helped me think this through."

Directors: Offer opportunity, give more responsibility, challenge, provide resources to allow for achievement, give authority

Phrases they like to hear: "We can get on it *right now*." "This will have almost *immediate* payback." "Suppose I skip the details and just hit the *highlights*." "We tried to choose the most *practical* approach we could find." "I only need *five minutes* of your time."

Communicating At Work by Alessandra, Tony, Ph.D. And Hunsaker, Phil, Ph.D.

For more information on effective communication, please attend our workshop Communication Skills and see our [course catalog](#).

Governmental Services Center

Serving the People Who Serve the People

@ Kentucky State University
Julian Carroll Academic Services
Building, 4th Fl
400 E. Main St
Frankfort, KY 40601
502-564-8170
502-564-2732 fax
<http://personnel.ky.gov/gsc>

